

WS-02987A-08-0180



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2008 73610**Date:** 12/3/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**Complaint By:** **First:** Cynthia **Last:** Wood**Account Name:** Cynthia Wood**Home:** [REDACTED]**Street:** [REDACTED]**Work:****City:** 0000000**CBR:** [REDACTED]**State:** AZ **Zip:** 00000**is:** E-Mail**Utility Company:** Johnson Utilities L.L.C. d/b/a Johnson Utilities Company**Division:** Sewer**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

Received the following ACC Public Comment Form dated 11-29-08:

Johnson Utilities already has high wastewater rates. Our water comes from H2O so an decrease on water rates will not offset an increase in sewer.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

I called the customer and left voice mail message @ 11:00am. I provided my name and toll free tel # and acknowledged her ACC Public Form dated 11-29-08. I expressed thanks for taking the time to express her opinion in this matter, advised her opinion would be noted as a permanent record in this rate case and would be considered before a decision is rendered in this matter.

I e-mailed this OPINION to Trish Meeter @ ACC Phx Office to have this docketed toward the Johnson Utilities rate case, docket no. WS-02987A-08-0180. File closed.

End of Comments

RECEIVED
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL**Date Completed:** 12/3/2008**Opinion No.** 2008 - 73610

2008 DEC -4 P 12:30

Arizona Corporation Commission

DOCKETED

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DOCKETED BY

[Signature]

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days

Opinion No. 2008 73633**Date:** 12/3/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** Van

Flanders

Account Name: Van Flanders**Home:** [REDACTED]**Street:** [REDACTED]**Work:** (000) 000-0000**City:** Queen Creek**CBR:** [REDACTED]**State:** AZ Zip: 85240**is:** E-Mail

Utility Company: Johnson Utilities L.L.C. d/b/a Johnson Utilities Company**Division:** Water**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

They want a 20.86% increase for wastewater. We already pay \$41.08 a month which is too high. They say they want to decrease water bills. A lot of us get our water from H2O Inc. so it is a bit deceiving.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

12/3/08 I contacted consumer and informed him that his opinion had been received and that it will be docketed and distributed to Commissioners and staff members. He appreciated the follow up call. Closed

filed in docket no. WS-02987A-08-0180

End of Comments

Date Completed: 12/4/2008**Opinion No.** 2008 - 73633

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion No.** 2008 73642**Date:** 12/3/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** Heather

Spraggins

Account Name: Heather Spraggins**Home:** [REDACTED]**Street:** [REDACTED]**Work:** (000) 000-0000**City:** Queen Creek**CBR:** [REDACTED]**State:** AZ Zip: 85240**is:** E-Mail**Utility Company:** Johnson Utilities L.L.C. d/b/a Johnson Utilities Company**Division:** Sewer**Contact Name:** n/a**Contact Phone:** n/a**Nature of Complaint:**

I live in Laredo Ranch and our community unfortunately has Johnson utilities for wastewater service ONLY. I do know we are not the only community that operates in this manner. I pay \$41.08 per month in order to flush my toilets and shower. My water is provided by Diversified Water where on average my bill is \$60 per month. The total of both is over \$100 per month and that does not even include trash. I know when we lived in the City of Mesa our water/sewer and trash was approximately \$55 total per month. Therefore, I believe the cost of \$41.08 for sewer is already outrageous. I think it is unfair that Johnson Utilities proposes to reduce the water rates but increase the wastewater rates. This will not benefit the many homeowners that live in communities (such as mine mine) where the water is not provided by Johnson Utilities. Please take this into consideration before ruling in favor of the wastewater price increase.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

12/3/08 I left a voicemail informing consumer that the opinion had been received and will be made part of the permanent file. Distribution will be made to Commissioners and Staff members. I left my name and telephone number for a return call. Closed

filed in docket no. WS-02987A-08-0 180

End of Comments

Date Completed: 12/3/2008**Opinion No.** 2008 - 73642

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

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